

CASE 01 // TIER 1 BUSINESS EXPERIENCING  
EXCELLENCE IN A KEY EUROPEAN MARKET

# Situation

Unified customer service for end customers  
and small offices, EU country

**1**

Stifling growth,  
poor experience

**2**

Would you recommend?  
NPS below - 40

**3**

25% of business base  
in “Enhanced Care”

**4**

26% of the base  
had open fault tickets

**5**

98 remedy tickets  
related to  
four core issues:

1. Dropped calls
2. Poor quality
3. Setup delays and
4. No way/one way speech

# Objectives

- A** Raise Net Promoter Score
- B** Increase help task completion
- C** Improve technical quality

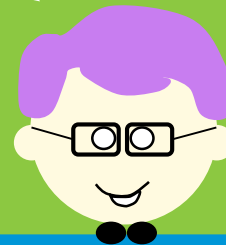
# VOIPFUTURE's contribution

In-depth analysis of all streams in a historical view

Enabled the investigation of the Quality of Service settings for the RTP streams

Ability to view the utilization of any bandwidth restricted end points **to determine whether customers could be upgraded with no degradation of service**

Ensured that only supported RTP codecs were being used **and identified the interconnecting partner sending wrong codecs**



CLIENT FEED BACK

Allowed to analyze the same RTP stream at various points within the network **to locate/resolve packet loss**

Ability to define voice quality received for each defined service – **including a visualization of any issues affected**

# Results

3 months later

1

Direct sales had their best month ever

2

Customer sat score of 9 or 10 out of 10 (past 100 deployments)

3

Zero customer needing “Enhanced Care”

4

Time to resolve issues dropped from 15 to 5 days

5

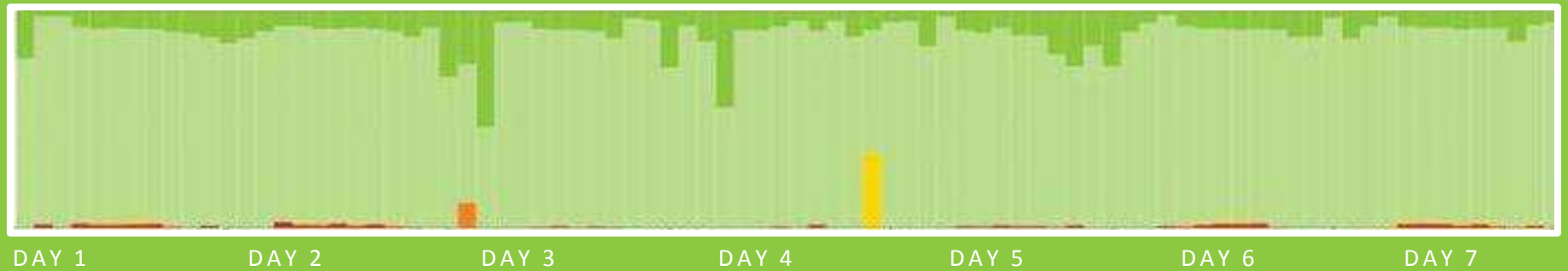
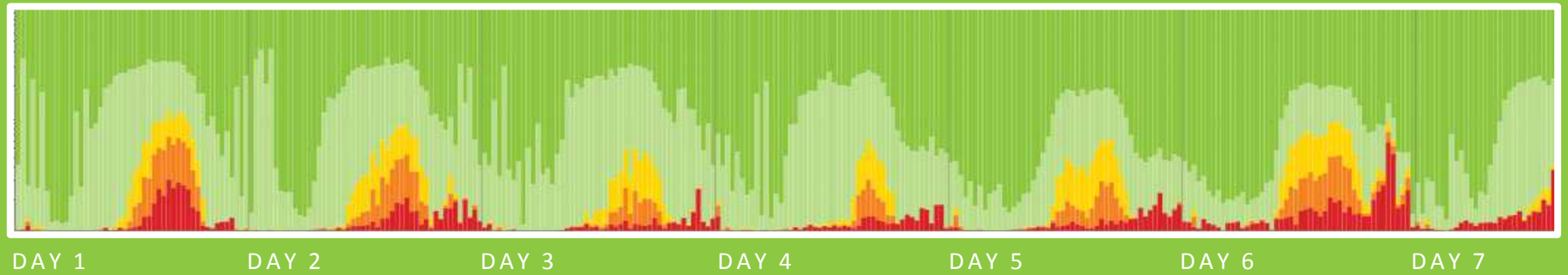
Fixed call quality scores 99.6% rated as good or very good

“The customer experience you’re delivering is 10 big steps forward from 3 months ago... massive improvement” (channel partner feedback)

# Results

## Before and after

IMPAIRED MINUTES



Or to sum it up: stable good service quality



# Required monitoring capabilities



ALL RTP  
STREAMS



FULL  
STREAM



BOTH CALL  
DIRECTIONS



5 SECOND  
SLICES



BORDER CONTROL/  
NETWORK  
SEGMENTATION



WAVE FORM  
ANALYSIS





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